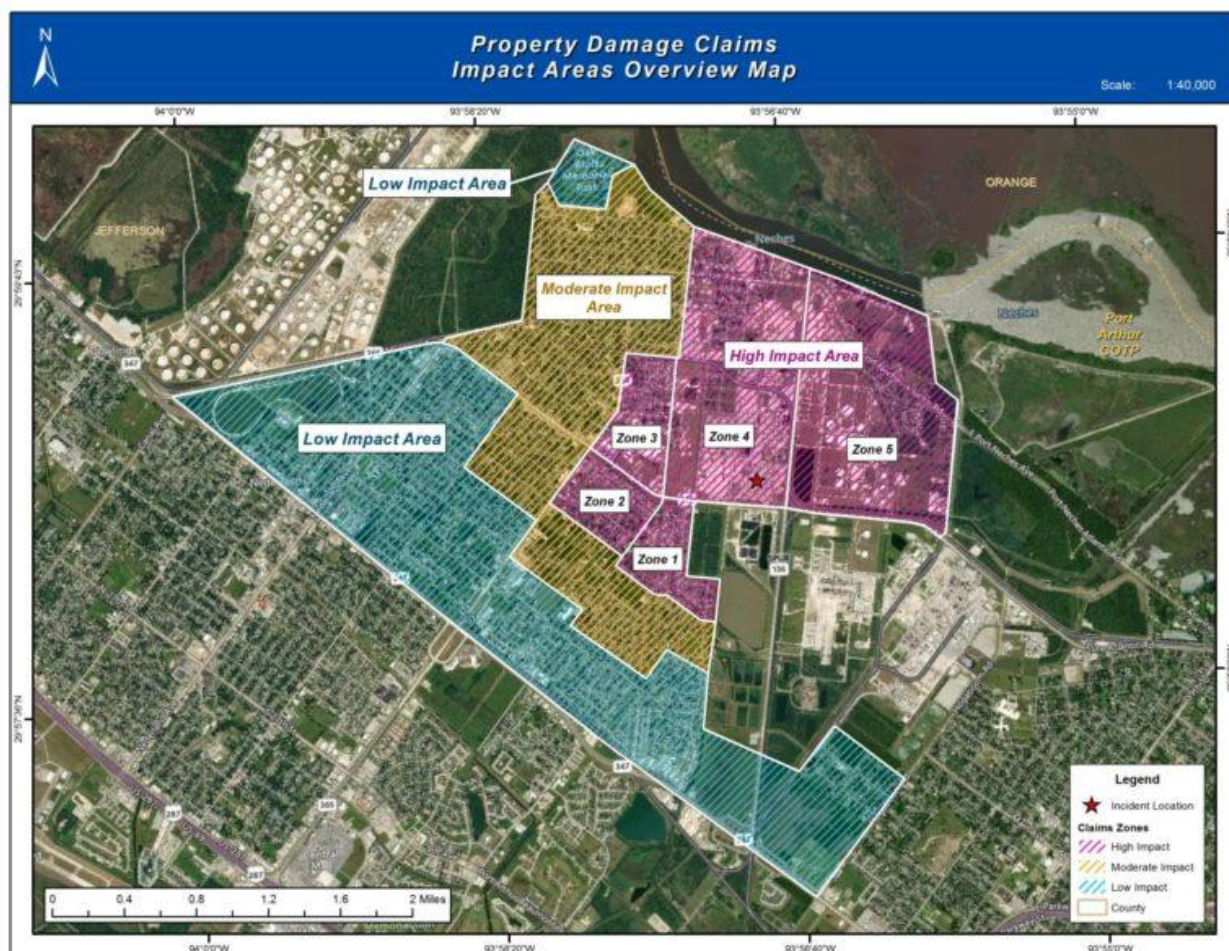


# Port Neches Response

## News Release # 10-Claims Representatives Begin Visits In Impacted Areas



*Click on the Map to View Larger Image*

**Beaumont, Texas** – Unified Command remains focused on mitigating the event and maintaining the safety of responders and the community.

**Situational update:** Response measures are ongoing and the fire at TPC's Port Neches Operations continues to be contained.

**Claims activities update:** Claims representatives began visiting area residents today to assess any impacts as a result of the recent event at TPC Group's Port Neches Operations. Claims representatives began door-to-door

visits to all homes within the area of highest impact closest to the event (zones 1, 2, 3, 4 and 5) as noted on the Impact Areas Overview Map attached.

Residents who live outside the area of highest impact and have filed insurance claims through the Community Assistance Helpline (866-601-5880) will be contacted and visited by appointment. Additional claims representatives have been deployed into all areas to respond as quickly as possible. Claims visits will continue for several days across all impact areas.

Regarding information displayed on the Impact Areas Overview Map:

- The map displays three impact areas: high, moderate and low. Within the high impact area, zones 1, 2, 3, 4, and 5 have been established to ensure an efficient claims adjustment process. Please note that zone numbers do not indicate priority, claims response will be concurrent across impact areas.
- Zones within the high impact area noted on the map are currently being inspected and it is anticipated that this will continue through the week until completed.
- Claims representatives are inspecting moderate and low impact areas noted on the map as inquiries are received through Community Assistance Hotline and home inspections are scheduled.
- Claims representatives in the community will wear identification badges and identify themselves as representatives of "Global Risk Solutions."

Any updates regarding claims activities will continue to be posted on the Port Neches Response Facebook page and at [www.portnechesresponse.com](http://www.portnechesresponse.com) as they are available.

**Debris assessments:** Residents who have contacted the Community Assistance Helpline with concerns about debris on their property, are continuing to be visited by environmental response specialists with CTEH. They are conducting debris assessments both indoor and outdoor and leading removal efforts. CTEH will continue to respond to requests received via the Community Assistance Helpline as well as assessments of homes and yards within approximately one-half mile of the TPC Port Neches Operations fence line.

To file a claim for evacuation costs or property damage, or to report debris on your property, please call the Community Assistance Helpline at 866-601-5880.

Updates and information continue to be posted on the web at [www.portnechesresponse.com](http://www.portnechesresponse.com), on Facebook at <https://www.facebook.com/portneches.response.1> and on Twitter at PortNechesUC.

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